Scenarios

Passenger Scenario: Booking a ride to a specific car location

- User opens the ride-hailing webb application on their smartphone.
- User logs into their account or create a new one.
- User enters their current location and desired car location (eg. Tower of London).
- The app shows available cars close to the Tower of London, along with expected arrival times and charges.
- User chooses the minicab for their journey.
- As the car proceeds to the Tower of London, the app provides real-time updates on its location.
- After arriving, the driver confirms the pickup and sends notification to the user.
- User can see how long the journey will take (predicted), see the progress of the minicab and calculates the remaining travel time.
- Once they reach the destination (Tower of London), the user pays the fare electronically.

Driver Scenario: Accepting and Completing a Ride Request from a Specific Car Location

- The driver logs in and confirms their availability on the driver app.
- They receive a ride request from a user located near the Tower of London.
- To get to the Tower of London for pick-up, the app offers instructions.
- The driver picks the passenger up, confirms the location, and then begins the journey.

- The driver terminates the journey when they arrive at their destination, and the app determines the cost.
- The driver indicates their availability for the next ride and waits for a new request.

Administrator Scenarios

- The administrator logs into the admin panel of the app.
- They choose "Vehicle Positions" from the menu.
- The admin panel displays a live map showing the positions of all vehicles.
- The administrator can see the locations of vehicles at the Tower of London, Westfield Stratford City, the Barbican Centre, Mile End Station, Bank of England, Queen Elizabeth Olympic Park, etc.
- The administrator allocate an appropriate minicab to a client criteria such as time, distance, cost, etc.
- The administrator can record the journeys undertaken and their respective timings.
- The administrator can monitor vehicle availability and make decisions for allocating vehicles based on demand and location.